



## ABACUS SERVICE RATES LIST

*Last Updated: 2026-02-28*

This Abacus Service Rates List ("**Service Rates List**") is an "Abacus Schedule" that applies to and forms part of the Master Services Agreement ("**MSA**") or applicable Statement of Work ("**SOW**") between Abacus and Client (as "Abacus" and "Client" are defined therein) to which it is attached or in which it is incorporated by reference. Any capitalized term used but not defined in this Abacus Schedule shall have the meaning given, in order of precedence, in the MSA or applicable SOW.

The Service Rates List sets forth the rates that are applicable when Client requests one of the listed incidental, on-demand, or one-time Services that are outside the scope of the Recurring Products and Services under an applicable SOW. For the avoidance of doubt, the below Services are not included in the fees for Recurring Products and Services and are charged separately, except as otherwise expressly stated in an applicable SOW. This Service Rates List includes the most common incidental, on-demand, or one-time Services but is not an exhaustive listing of all such Services. If Client requests Services not expressly included in the scope of the SOW and which are not listed below, Abacus will provide Client the current rates for such Services at Client's request. Client will be billed in the currency indicated below that corresponds to the currency in which Client's fees are stated under the relevant SOW.

One-Time Fees and Time & Materials Rates			
	USD	GBP	AED
<b>Remote Support (24 x 7 x 365)</b>	<i>Charged only to the extent indicated in the applicable SOW</i>		
<b>Onsite at Primary Office / Supported Office - During Normal Business Hours</b> <ul style="list-style-type: none"> <li>1-hour minimum (also incurred if cancelled/rescheduled with less than 24 hours' notice)</li> <li>No travel time charged if Client Office in same city limits as Abacus Service hub</li> </ul>	\$205/hr	£160/hr	750/hr
<b>Onsite at Primary Office / Support Office - Outside of Normal Business Hours</b> <ul style="list-style-type: none"> <li>1-hour minimum (also incurred if cancelled/rescheduled with less than 24 hours' notice)</li> <li>No travel time charged if Client Office in same city limits as Abacus Service hub</li> </ul>	\$305/hr	£240/hr	1,120/hr
<b>Onsite at Non-Primary Office / Non-Supported Office(s) (e.g. home visit)</b> <ul style="list-style-type: none"> <li>2-hour minimum (also incurred if cancelled/rescheduled with less than 24 hours' notice)</li> <li>Travel time charged for visit</li> </ul>	\$305/hr	£240/hr	1,120/hr
<b>Cybersecurity Consulting - During Normal Business Hours (including, but not limited to)</b>			
Standard Abacus DDQ / Documents Standard File Server and Folder Permissions Report (if included in abacusFLEX package) Remediation of critical vulnerabilities related to Abacus shared services	Included		
Customized DDQ Work Customized Reporting Consulting/Remediation of Client initiated configuration/settings changes Ad-hoc vulnerability remediation Policy and Other Document Review	\$305/hr	£240/hr	1,120/hr
<b>Network, Server and System Support (Beyond Break-Fix) - During Normal Business Hours</b>	\$305/hr	£240/hr	1,120/hr
<b>Client Technology Management Consulting - During Normal Business Hours</b>	\$390/hr	£265/hr	1,430/hr

<b>Authorized User Setup Fee</b> Charged when Client adds a new Authorized User	\$500 per user	£450 per user	1,830 per user
<b>Expedited Authorized User Setup Fee</b> Charged in addition to the base Authorized User Setup Fee when Client has requested the completion of an Authorized User Setup with less than five (5) business days' notice.	\$500 per user	£450 per user	1,830 per user
<b>PC Build &amp; Deployment</b> ( <i>PC purchased from Abacus; Abacus Service hub only</i> ) <ul style="list-style-type: none"> <li>Includes unpacking, building and configuring; software installation (<i>Microsoft 365, Abacus-related and approved applications</i>); and patching</li> <li>Purchase of 3<sup>rd</sup> Party Licenses is Client's Responsibility</li> </ul>	\$400 per computer	£350 per computer	1,460 per computer
<b>PC Build &amp; Deployment</b> ( <i>Client Supplied; Abacus Service hub / Client Site</i> ) <ul style="list-style-type: none"> <li>3-hour minimum</li> <li>Includes unpacking, building and configuring; software installation (<i>O365, Abacus related and approved applications</i>); and patching</li> <li>Purchase of 3<sup>rd</sup> party licenses is Client's responsibility</li> </ul>	\$205	£160	750
<b>PC Build and Deployment</b> ( <i>Client Supplied – Remote</i> ) <i>Only for new PCs or PCs that have been formatted / reset to factory default; Client must provide Abacus remote access to PC.</i> <ul style="list-style-type: none"> <li>3-hour minimum</li> <li>Includes configuring; software installation (<i>Microsoft 365, Abacus related and approved applications</i>); and patching</li> <li>Purchase of 3<sup>rd</sup> party licenses is Client's responsibility</li> </ul>	\$205	£160	750
<b>Expedited PC Build Fee</b> Charged in addition to the base PC Build & Deployment Fee when Client has requested the completion of a PC Build in less than five (5) business days from the date Abacus is in physical possession of the PC or the date Client makes the PC available online for a remote build.	\$500	£375	1,830